INFORMATION SERVICES

POLICY COMMITTEE

REPORT

December 14, 2006

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INFORMATION SERVICES

POLICY COMMITTEE

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INTER-OFFICE MEMO

TO: Information Services Policy Committee

FROM: Doug Thomas, Information Services Manager, Information Services

DATE: December 14, 2006

SUBJECT: Monthly Report

SYSTEMS DEVELOPMENT PROJECTS

1.   InterLinc eGov
The Web Assistant I course work continues to be prepared with first classes planned in the January time frame. One of the WI-LINC sub committees, Community Research, have met twice and the entire group is scheduled to meet again in January. Doug and Terry are serving on various sub-committees for the next 90 days. The Nebraska Digital Government Summit was held in Lincoln on 11/13/06, which featured a session on the Wi-Linc's mission and goals. The InterLinc Partnerships RFP was reissued which rendered four responses. Vince and Terry will meet with each vendor this month to select and award. The current contracts are in force until December 31st. Phase II of the InterLinc Action Center, (Ombudsman), is scheduled to begin 1st quarter 2007. A new ePay Parking option is being designed to allow the reloading of parking garage cards via InterLinc. Early ePay sales of swimming pools passes began last month.

2.   Parking Tickets
No progress on the State NCJIS groups effort for real-time MVB access.

3.   County Attorney/Public Defender Case Management System
See ISPC status report.

4.   Empagio Beta Project (Tesseract)
Project planning for production implementation in FY07/08.

5.   ENTERPRISE One Upgrade (PeopleSoft**)**
This complex effort was successfully implemented on 10/29/06. Final directory, space, and software cleanup efforts are ongoing. Final CNC training was conducted last month. We are now on both current and compliant releases of this software.

6.   CMHC Project   (Terminated)
See ISPC status report.

OPERATIONAL

The County PeopleSoft AS/400 prime shift utilization in November was 5.99%
compared to 10.51% in October. Disk utilization is 57.6% compared to 42.5%
at the beginning of September. The increased usage is attributed to the
system service we implemented in early September and the current project
of upgrading the PeopleSoft application. Hopefully, some disk usage can be
cleaned up now that the consultant has the upgrade in production.

The City Finance JDE AS/400 prime shift utilization in November was 10.93%,
exactly the same as it was in October. Disk utilization is 62.8%.

The Lancaster Manor American HealthCare software was upgraded
to release 3.98 on Saturday, November 25th. The current disk utilization is 36.5%.

The IBM z/890 Enterprise Server prime shift utilization was 51.18%
in November compared with 53.33% in October. There were 2,478,347 CICS
transactions executed, which included 368,346 web transactions.

PROJECT

REPORTS

COUNTY ATTORNEY/PUBLIC DEFENDER
CASE MANAGEMENT

Project Manager: **Mark Wieting**   **December 14, 2006**
Analyst: **Jim Jambor**

Project Description:

The County Attorney currently has a case management system which was implemented as a main frame system in 1985. The Public Defender's system, also a mainframe system, was implemented shortly thereafter. Both systems have served well, and over the years have had many enhancements and changes performed. Both agencies would like to take advantage of new technology to assist in their management of cases and attorneys within the office. This would be especially beneficial in the areas of document generation and communication with clients, witnesses, defendants, victims, and other agencies. The new system should not lose any of the functionality of the current systems, should have the capability of sharing non-secured data between the two agencies, and add more capabilities such as word processing, email, and the web.

Current Events:

11/06 * No action was taken on this project as defenderData finished up some of their production projects.

Future Events:

12/06 * A demonstration of the currrent system(s) for defenderData has been scheduled for December 1st. This will give them some idea of how the systems are being used, and hopefully a little insight to the behind the scenes workings.

History:

10/03 * System requirements were completed and approved by both agencies. The project was put on hold by the County Board pending funding issues.

01/05 * Board approval was given to continue with the project, however, due to I.S. commitments to other projects, work will be delayed for several months.

10/05 * Representatives from both agencies, plus Information Services were present for a demonstration of Justware from NewDawn Technologies. This is a packaged software product for case management for Prosecutors and Defenders. It has many very nice features, although, it lacks an evidence tracking module and a speedy trial calculator, which are two very important features that will be required in a new system.

11/05 * The web shells were reviewed with staff from both the County Attorney and Public Defender Offices. Both agencies have expressed a desire to have I.S. write the new system using the web shells, provided it has the desired functionality. Of course, time and cost will also play important in this decision. We seem to have a new account representative from NewDawn. I am waiting to find out who will be our new representative.

12/05 * Our NewDawn Account Representative is John Wilkins. I have talked to him a few times and sent him our rules on speedy trial. I have asked for some ballpark pricing, but have not heard back from him yet. We met with Chris, Nick, and Terry to discuss the feasability of some of the functions within the web shells. Although, some of this has not been done yet, the general feeling was that it could be done within the web shell guides.

01/06 * We had a demonstration of defenderData on January 25th. I think everyone who took part was rather impressed, enough so, that we have decided to pursue this a little further. We will be meeting in early February to decide what steps to take next. I will find out what the current operating costs for both systems are prior to that meeting.

02/06 * Both the County Attorney and Public Defender have created a list of additional questions for defenderData. I will be forwarding this on in early March.

03/06 * DefenderData has responded positively to all of our questions, saying they feel that they can do our customization under their no-charge policy. We had another demonstration of the system for a few people who were not present for the first one.

04/06 After another demonstration from defenderData, it was decided to pursue this system further. A data confidentiality agreement was signed by both parties, so we sent all of the file and record layouts, as well as complete data from the Public Defender's current system. As soon as the County Attorney agreement is received, we will send their data also. DefenderData will be converting our data to their database so that we may begin a test of their system.

05/06 * The County Attorney has drawn up their confidentiality agreement and it was signed by DefenderData. All data files from the County Attorney system were then sent so that they now have the complete set of data from both agencies.

06/06 * All data from both the Public Defender and the County Attorney systems was sent to DefenderData to be loaded into their database. After encountering some problems with the delimiter in our interface files, a new delimiter was used and all data was successfully sent to their server.

07/06 * DefenderData continued to load our data into their database. No other action was taken on this project.

08/06   *   DefenderData continued to load our data into their database and should be completed early next month.

09/06   *   DefenderData finished loading the data into their database and began screen changes. Workload prevented them from moving very far on this project.

10/06   *   DefenderData completed initial screens to display our data and we viewed them during a demonstration on October 6th.

Community Mental Health Center

Project Manager: **Jim Walkenhorst**   **December 14, 2006**

Senior Analyst: **Chad Peters**

Project Description:

The Community Mental Health Center (CMHC) in Lancaster County Nebraska intends to implement a complete Mental Health practice technology solution. The solution will be used by all CMHC employees to support the strategic and operational focus of the organization.

The solution will support core activities of CMHC operations including scheduling resources, tracking client services, ability to determine capacity of service, integration of services and expenditures to cost justification and accounting systems, and support core competencies in the best industry practices.

Individual programs are to be supported from base or additional systems components where client data, notes, and prescriptive data is collected. Integration is needed between the following programs: Crisis Center, Rehabilitation Programs, Medical Services, Residential Services, Home & Special Needs, Community Living Services, Outpatient Services, and the Partial Hospitalization Program.

The Administrative and Business Office data needs are detailed, as well as, aggregate. Primary sources of data are needed to continue accreditation practices, assess liabilities, and monitor cash flow.

The system must have all of the inherent qualities of an organization which strives to maintain the highest level of accreditation available. The CMHC organization has already achieved and maintains accreditation from CARF. It is the desire of CMHC to continue operating with the best practices, offer superior care, and meet the demand of an ever changing population.

The development of this comprehensive system will be managed in a series of project phases which will be funded individually over the course of three budget years. The first phase will be focused on core system components used for all phases and to maximize technology to gain efficiencies and physical space. The following phases will be determined in the future so that a coordinated solution will be developed to work with the community RHIO project.

Current Events

11/06   *   The implementation of the first system component for the Crisis Center was successfully
                 deployed. The Crisis Center began using the system and sending documents to
                 Records Management for imaging. The Deputy Chief Administrative Officer intervened

and stopped the system usage and further development effort for Center Program Areas. The TRIM software package will be utilized as a replacement solution. The Executive Director of CMHC has also become involved with the regional health information organization (RHIO) and has placed a higher priority on that group's solution for Case Management. Due to the withdrawal of the imaging module and the executive commitment to the RHIO the I.S. development effort has been terminated. All remaining project funds for this fiscal year have been shifted back to the County Budget & Fiscal Officer to utilize in other County projects.

Future Events:

12/06   *   The project has been terminated and no further ISPC reports will be made.

History:

01/04   *   Community Mental Health Center Request for Proposal is completed.

04/04   *   Proposal for project funding for budget year 2004-2005 was denied by the County Board.

09/04   *   Lotus Notes is implemented for administrative staff.

04/05   *   Proposal for project funding for budget year 2005-2006 was denied by the County Board.

04/06   *   Proposal for project funding for $113,000 for the budget year 2006-2007 was approved by the County Board.

06/06   *   Community Mental Health Center funds the first project for phase one development to create an imaging system and use TRIMS with Records Management to handle thousands of client files and take the first step to a paperless environment.

07/06   *   The design and development of the imaging system begins. The initial file/folder structure is determined and the core web shell presentation programs have been written.

08/06   *   An Initial imaging system walk through was performed. Work flow issues are being addressed. Structural changes to programs and the database are in progress, as well as changes to the folder/file design. Retention policies are being revised to cut back on the number of client files that Records Management will ultimately process. Proof of concept and JAD sessions continue. Transcription process is being reviewed and products to automate the process are being considered.

09/06 *   The application programming and systems demonstration has been completed for the Crisis Center. Plans have been made for an implementation within the Crisis Center. Staging is being discussed for the storage of hard copy files at Records Management for first floor and basement Center service programs files.

10/06 *   The implementation of the systems components for the Crisis Center has begun. Crisis Center imaging has started with Records Management. CMHC has also committed to move historical documents to Records Management for long term storage and the tracking of the documents in the TRIM database. The project has been placed on hold due to new involvement and project review by the County Deputy Chief Administrative Officer.